



WIOA TITLE IB QUARTERLY PERFORMANCE OFFICE HOURS

November 12, 2025

Facilitator



Illinois Center for Specialized Professional Support,
Illinois State University, College of Education

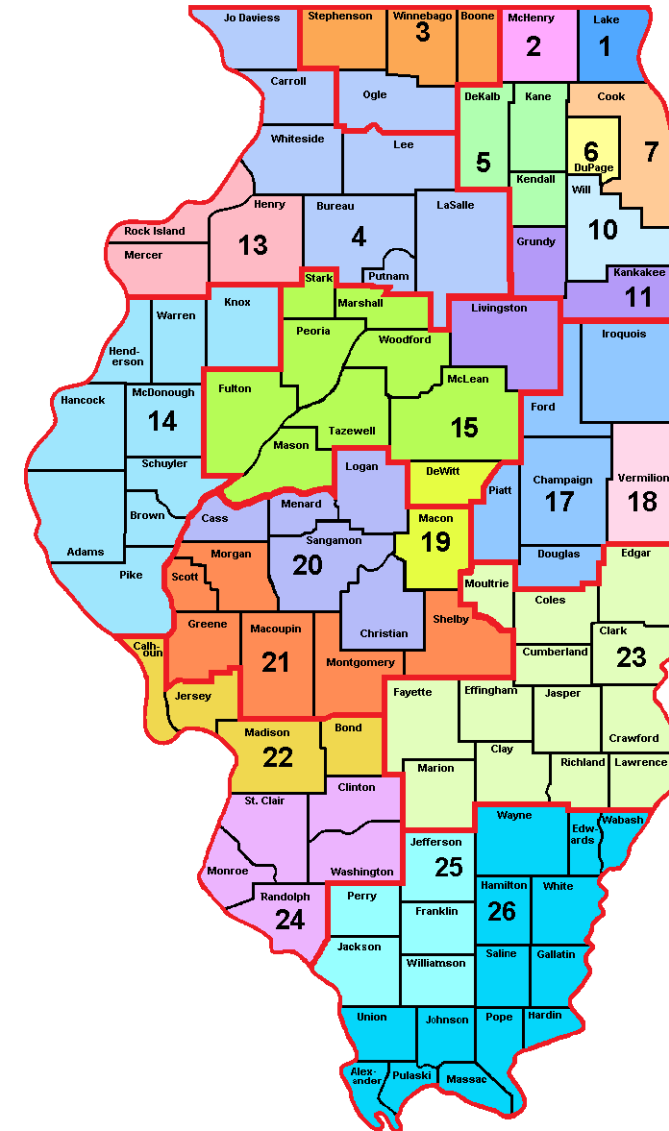
Antonio Gomez

Workforce Development Coordinator

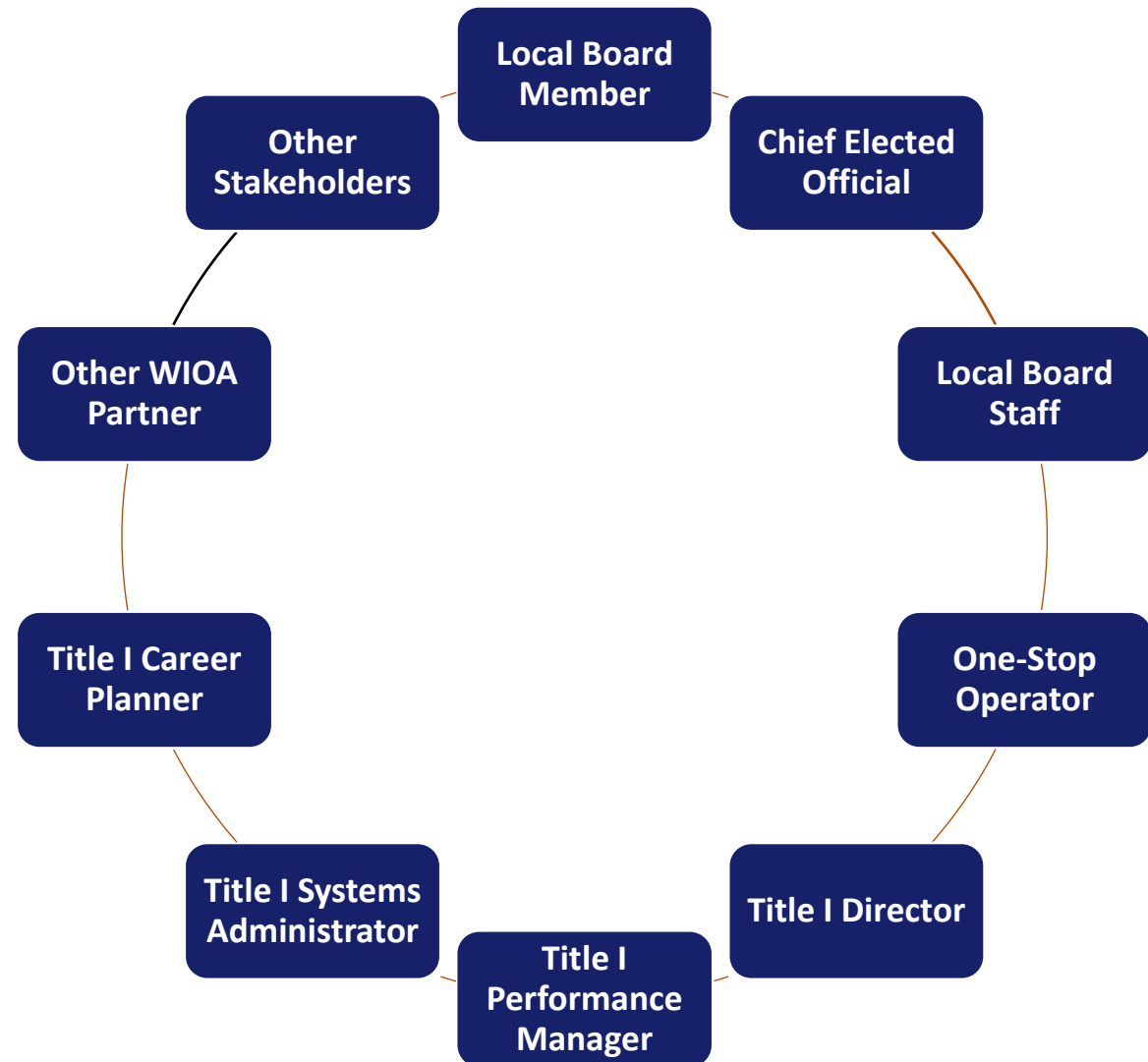
Illinois Center for Specialized Professional Support

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Where is Your Local Area?



What is Your Role in the WIOA System?



Performance Unit



Mark Burgess

Performance Measures, Manager
Office of Employment and Training - OET
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Performance Specialist
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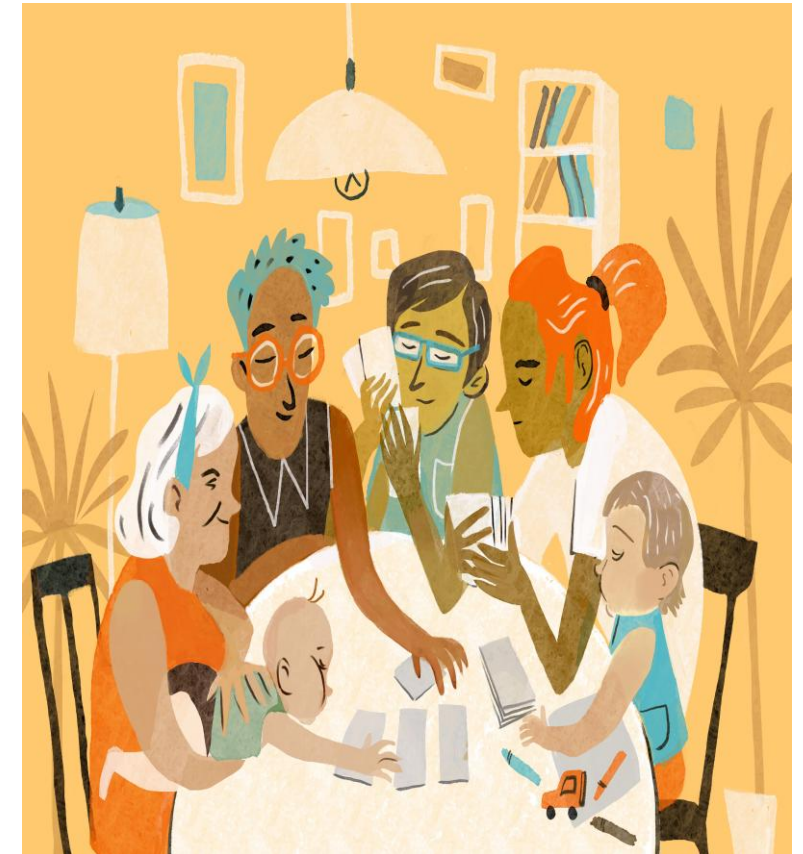
Today's Agenda

- 
- Supportive Services
 - Measurable Skill Gains
 - ETPL
 - DOTL Guidance
 - IWDS 2.0
 - Questions

WIOA Title I Supportive Services

Supportive Services are necessary to enable a participant to successfully take part in WIOA activities for Youth or career and training activities authorized under WIOA for Adults and Dislocated Workers.

- Reference:
 - TEGL 19-16, TEGL 21-16, TEGL 10-16 Change 3.
 - WIOA Title I Services Matrix tab.
 - DRAFT CHANGES in progress, forthcoming.
- Locals must have a policy for supportive services.
 - Describe what is allowable in the local area and may limit supportive services, amounts they will pay, timeframes, etc.



Pro Tip: Supportive Services

Expectations for Supportive Services:

- Monitoring expects to see date of the supportive service (SS) to be the date the participant receives the benefit, not the date of the fiscal/admin processing.
- Must be WIOA enrolled participant.
- Case note reason for authorization and logic/reasons on which decision is based.
 - Financial assessments, individual circumstances, absence of other sources and funding limits.
- Can enable participants to be in training paid for by another entity/program/fund source.
- Career plans should include SS.
- IWDS 2.0 – Expanded list & definitions for transparency.



Example: Supportive Services

Scenario:

Which date should be entered on a Supportive Service record?

- A customer comes in for housing assistance (one time rent payment to keep shelter while participating in WIOA career and training services. At the time of discussion with the Career Planner, an authorization is written for rent assistance and participant walks away with voucher to take to landlord, however, the actual check is cut and paid to landlord later.
- The benefit received is the issuance of the voucher to the customer. That is when the service would be entered into IWDS = date of "SS-Housing Assistance".

My area's policy allows multiple supportive service payments. When my customer receives a second voucher next month for rent, how is that tracked?

- The date that voucher is given would be the date added as a *same day service as another episode to the "SS-Housing Assistance"*.





TEGL 10-16, Change 3

Date: June 11, 2024
Provides Updates to
MSG Types.

Requires MSGs are
“Predetermined” in
career plans to
count as positive
outcome.



Technical Assistance Planning Underway.

Cheat Sheet, Webinar,
source
documentation

DOL soon will release
"Change 3" to Data
Validation [TEGL 23-
19, Change 2](#).



Added EFL "sub types"

Pre-post test gains
remain

MUST be same test to
count.

Carnegie Credits and
Entry to Post-Secondary
coming to IWDS 2.0.

HiSET/GED tests; Report
them under Skills
Progression/Exams.



Need to know:

Add HS Diploma/Equivalent on Exit
screen real-time, ASAP.

Career Plan goals and objectives are
key to finding and supporting MSGs.

Credentials are NOT the MSG.
(i.e.; license, certification, Post-
Secondary Diploma.)

A Youth incentive does not *always*
mean there is a skill gain.

Training Milestones include *Progress
Reports*.

Skills Progressions are *Exams and
Tests*.

Eligible Training Provider List (ETPL)

- [Training and Employment Notice \(TEN\) 25-19](#)
 - "Understanding WIOA Credentials"
 - Training Providers, working with ETPL Coordinators during the eligibility determination process, should have a clear understanding of the Credential their program(s) lead to so there are no questions at the end of a program
 - Programs without clear, approved Credentials should not be determined eligible.
 - Career Plans (IEP/ISS) with training service components must clearly outline the outcomes and be updated when changes occur
- [Training and Employment Notice \(TEN\) 19-22, Change 1](#)
 - "Reporting Training"
 - Report the most specific type of training possible (page 8)
 - Staff need to understand definitions for each type of training program in order to select the appropriate training service. (Examples on pages 8-9)
- WIOA Title IB Service Matrix attached to [WIOA Policy 4.2 Career Planning](#)
 - Become familiar with all training-related services or program elements

Demand Occupation Training List (DOTL)

What is the Demand Occupation Training List?

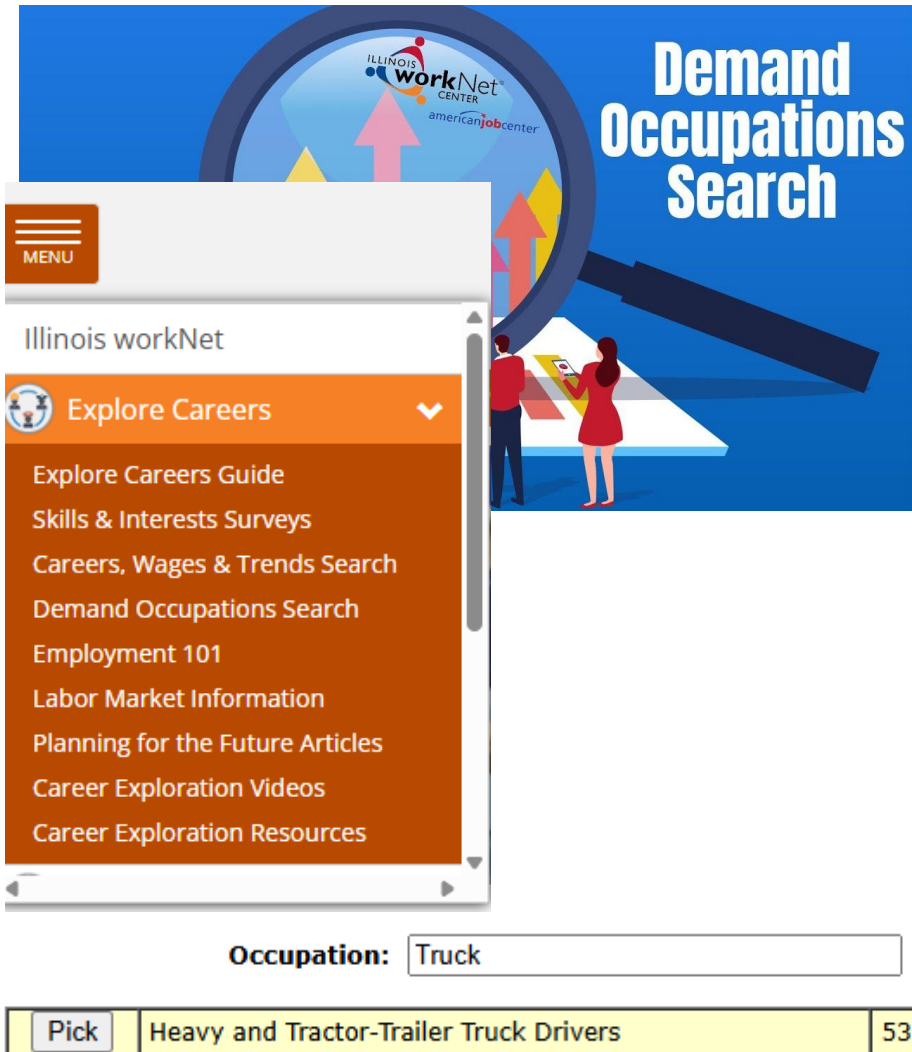
- Under WIOA, training services for adults and dislocated workers, and some youth programs, must be linked to demand occupations as determined by states and outlined in [WIOA Policy 7.3 Training Provider and Training Program Eligibility](#) and WIOA Notice 20-NOT-08, Change 2 Demand Occupation Training List.

How does Illinois Define a Demand Occupation?

- Education – HS Diploma or equivalent + moderate-term OJT or higher up to Bachelors Degree + long-term OJT
- Job Openings – Projected Average Annual Job Openings of at least 646
- Wages- Hourly wages of at least \$22.51/hour
- Exceptions – Tiered Demand Occupations List and Local Petitions



DOTL List



Pick	Occupation	DOTL Code	Skill Level
	Heavy and Tractor-Trailer Truck Drivers	533032	Middle Skills

Where can I find Illinois Demand Occupations?

- [ePolicy Chapter 7](#)
 - [ePolicy 7.3 ETPL](#)
 - WIOA Notice 20-NOT-08, Change 2 DOTL
- [Illinois workNet®](#)
 - Exploring Careers in drop-down Menu
 - [Demand Occupations Search](#)¹
 - [WIOA Approved Training Programs Search](#)
- [Illinois Workforce Development System \(IWDS\)](#)
 - Training Services Screen – O*Net Search

¹ Note: Video on Demand Occupations Search may have outdated DOTL information with examples. Please use current DOTL to determine demand occupations.

DOTL Career Planning Considerations

What does the Participant and Career Planner/Coach need to know?

- [Career Planning Policy 4.2](#) and Career Plans (IEP/ISS)
- Career Interest Survey
- Occupation Information
 - [Demand Occupations Search](#) – Career Information
 - [O*NET OnLine](#)
 - Locally identified sources of occupational information and job search: [IllinoisJobLink](#), [CareerOneStop](#), [BLS Occupational Outlook Handbook](#), [indeed](#), [LinkedIn](#)
- Suitability for Training/Employment
- Local Policies (Total Cost limitations, Local ETPL, Local Supportive Services)
- Desire or Ability to Relocate or Travel for Training or Employment
- Demand Occupation Tiers
- Local [Labor Market Information \(LMI\)](#) including [Employment Projections](#)
 - Long-Term Projections, Short-Term Projections, Current Employer information

DOTL List Framework



Projected annual openings equal to at least 0.01% of statewide employment (646 annual openings)



A minimum typical entry education level of High School diploma + moderate OJT and maximum typical entry level of Bachelors Degree + long-term OJT



A median wage of 85% of the Living Wage¹ for 1 adult & 1 child (85% of \$26.48=\$22.51)

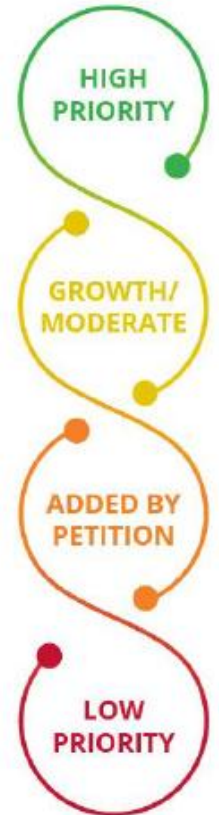
The Demand Occupation Training List Framework is tied to the criteria to determine Tiers of Demand

- **HIGH PRIORITY** - Tiers 5-6 indicate high level of training required with high wage potential
- **GROWTH/MODERATE** – Tiers 3-4 indicate lower level of required training and relaxed threshold for job openings or wages
- **ADDED BY PETITION** – Tiers 1-2 require local board or state request for consideration of an occupation to be added statewide
- **LOW PRIORITY** – NO Priority, unable to select occupation to train using an Individual Training Account (ITA)



DOTL Tier Considerations

- TIERS 1-6 are ALL demand occupations **STATEWIDE**
- Tiers provide high-level information on **WHY** the occupation is in demand as determined in Illinois
 - How soon does the participant need employment?
 - How much training does the participant want to engage in?
 - How likely (projected openings) will there be a job available **STATEWIDE**
 - What range of hourly wages is the participant seeking?
- Tiers **DO NOT** indicate wage information or projected openings by LWIA
- LOW PRIORITY = **NOT A DEMAND** OCCUPATION
- DOTL Does NOT Apply to Contract Training Services (RAPs, WBL, OJT)



A Quick Look At DOTL

O*NET-SOC 2010 Code	O*NET-SOC 2019 Code	O*NET-SOC 2019 Title	Annual Openings	Education/OJT code	Median Wage per Hour	Demand Code
111011	111011	Chief Executives	703	22	0.00	4
111021	111021	General and Operations Managers	11398	22	48.26	6
111031	111031	Legislators	354	22	0.00	0
112011	112011	Advertising and Promotions Managers	219	22	53.06	0
112021	112021	Marketing Managers	2007	22	58.28	6
131041	131041	Compliance Officers	841	24	35.30	6
131051	131051	Cost Estimators	578	24	32.04	3
131071	131071	Human Resources Specialists	2558	22	28.79	6
131074	131074	Farm Labor Contractors	#N/A	#N/A	#N/A	0
131075	131075	Labor Relations Specialists	459	22	30.12	3
131081	131081	Logisticians	831	22	30.90	6
151151	151232	Computer User Support Specialists	2246	10	24.27	5
151143	151241	Computer Network Architects	355	22	56.06	1
151141	151242	Database Administrators	268	22	46.23	1
251193	251193	Recreation and Fitness Studies Teachers, Postsecondary	52	29	31.28	0
251194	251194	Career/Technical Education Teachers, Postsecondary	390	22	22.79	0
251199	251199	Postsecondary Teachers, All Other	#N/A	#N/A	#N/A	0
252011	252011	Preschool Teachers, Except Special Education	2692	18	14.29	4
252012	252012	Kindergarten Teachers, Except Special Education	445	22	19.64	2
252021	252021	Elementary School Teachers, Except Special Education	4488	22	21.08	4
252022	252022	Middle School Teachers, Except Special and	1554	22	21.73	4
252023	252023	Career/Technical Education Teachers, Middle School	16	22	0.00	2
252031	252031	Secondary School Teachers, Except Special and	2880	22	21.55	4

ADVANCED EDUCATION	999	Meet all criteria + minimum Bachelors
MIDDLE SKILLS	999	Meet all criteria, less than Bachelors
GROWTH	999	Meet education and openings criteria, less than minimum median wage
MODERATE DEMAND	999	Meet education and minimum median wage criteria, openings between 400 and statewide minimum (646)
STATEWIDE PRIORITY	999	Address a State, or Federal, priority related to emergency response, funding opportunities, innovative programs or identified initiatives and that may have a defined period of activity
LOCAL PRIORITY	999	Address an Approved Local Petition based on employer needs related to new or increased job openings or wages, or that meet priorities as outlined within Regional or Local Plans
LOW PRIORITY	999	Do not meet education and/or below 400 annual openings: occupations with SOC Code ending in ##-###9 ("All Other") ² (NOT a Demand Occupation)

Mid-Year Report Submissions

- Program Year 2024 ended June 30, 2025
 - PY2025 Quarter 1 Reporting has been completed and submitted to USDOL
 - PY2025 Quarter 2 Reporting will occur mid-February 2026
- LWIAs, grantees and other stakeholders responsible for entering participant information should ensure ALL PY2024 information is entered in IWDS or Career Connect no later than August 29, 2025.
 - ➡ Participant Services
 - ➡ Program Exit Dates
 - ➡ Employment Information
 - ➡ Post Exit Employment
 - ➡ Measurable Skill Gains
 - ➡ Credentials
 - ➡ Post Exit Employment
 - ➡ Case Notes and other information
- **REMEMBER: If it isn't reported, it didn't happen! Report to get credit.**

Common Report Errors or Oversight

- Exit Wage Entered Incorrectly in IWDS
 - Error: Wage entered is more than 3 digits and “Hourly” Wage is selected.
 - Correction: Select accurately whether “Hourly”, “Monthly” or “Annual” wages are being entered
- IPATS Dashboard Errors
 - Errors: No Case Notes in 30 Days
 - Correction: Enter Case Notes in a Timely Manner, within 10 days of occurrence
 - Errors: Last Active Service Greater than 110 Days
 - Correction: Enter All Services within 10 days of occurrence
 - Errors: Participants with Open Services more than 18 months
 - Correction: Exit Participants without an active service in the past 90 days
 - Errors: Participant without MSG during each Program Year
 - Correction: Ensure Training Programs provide opportunity for MSG in each PY
Participant will be enrolled; Enter MSG in Timely Manner



Eligibility and IWDS Contact Update

Please contact the following Office of Employment and Training staff with questions

WIOA Title I Eligibility

Ramon 'Ray' Al-Amin (ramon.al-amin@illinois.gov)

cc' Mark Burgess (mark.a.burgess@illinois.gov)

WIOA Title I Performance

Paula Barry (paula.barry@illinois.gov)

cc' Mark Burgess

Demand Occupation Training List (DOTL)

General DOTL email (CEO.OET.demandocc@illinois.gov)

cc' Mark Burgess

IWDS Outages/Issues

Kristofer 'Kris' Theilen (kristofer.Theilen@illinois.gov)

cc' Mark Burgess and Paula Barry

Eligible Training Providers and Programs

General ETPL email (CEO.OET.etplcoord@illinois.gov)

cc' Paula Barry and Mark Burgess

All Other Performance and Reporting Topics

Mark Burgess (mark.a.burgess@illinois.gov)

cc' Paula Barry (paula.barry@illinois.gov)

Next Quarterly Performance Office Hours

Wednesday, February 11, 2026, 1-2:30pm*

<https://illinoisstate.zoom.us/j/87406356224>

2026 Schedule

- May 13, 2026
- August 12, 2026
- November 4, 2026 (Nov. 11 is Veterans Day Holiday)

Please add these dates and the URL above to your 2026 calendars as placeholders to future Office Hours.





thank you